

## Q&A: Eddy Berro, 2016 Service Representative of the Year

Eddy Berro, a Service Representative at [Trotter & Morton Facility Services, Inc.](#), in Calgary, Alberta, Canada, was always curious about what made things work, which led him to a career as a technician.

His dedication to continuing to develop his career and furthering his education helped him become the Linc Service Representative of the Year during the 2017 Continuing Education Conference in Atlanta.

Berro was born and raised in Edmonton, Alberta, and moved to Calgary in 1999, where he attended John G. Diefenbaker High School. After graduating, he moved into the plumbing and gas fitting trade, and completed his technical training at the Southern Alberta Institute of Technology.

He began his career as a plumber in the construction industry, where he worked for two years before completing a service technician apprenticeship. He began working as a Journeyman Service Technician for Trotter and Morton in 2013, and credits the company for helping him develop his rapport with clients.

“Working at Trotter and Morton has given me the opportunity to grow strong, technically, and utilize my customer service skills,” Berro said.

**Q:** *What made you interested in working in the field as a Service Technician?*

**A:** “From a young age I was always curious about how things worked. I would take things apart and try to put them back together. I believe this is what paved the road for me to become a service technician.”

**Q:** *Technology is always changing and evolving. As a Service Technician, how do you stay ahead of the technological curve?*

**A:** “I like to do a lot of research into new technology for the industry. I attend courses put on by our distributors to get a better idea of new product offerings.

“I also like to take the time to read the manuals for the equipment I am working on. This helps me to give informed explanations of the work I have completed which is key to building trust with the customer.”



Robb Cohen Photography & Video  
Eddy Berro of Trotter & Morton Facility Services in Calgary, Alberta, Canada, won the 2016 Linc Service Service Representative of the Year Award at the 2017 Continuing Education Conference in Atlanta, Ga.

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# Employee of the Year Q&A



**Q:** *What is the most challenging part of your job and how do you overcome it?*

**A:** “Sometimes communication with customers and co-workers can be challenging, but I always try to follow up verbal communication with email to clarify what we discussed and ensure we are all on the same page. This helps prevent the little issues from becoming big issues further down the line.”

**Q:** *What is the most rewarding part of your job?*

**A:** “What’s most rewarding is when I can complete a service call quickly and efficiently, which makes the customer happy and more confident in my abilities.”

**Q:** *What advice would you offer other Service Representatives to also be successful in their companies?*

**A:** “Be confident, smile, and have a positive attitude with your customers. Communication with the customer is key to building strong relationships.”

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